



ForwardHealth Overview and Provider Portal Training

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Agenda

- What is ForwardHealth?
- What is ForwardHealth interChange?
- Introduction to the ForwardHealth Portal.
- Establishing Secure Portal Accounts.
- Resources.





What is ForwardHealth?

ForwardHealth encompasses many state health care programs:

- BadgerCare Plus.
- Wisconsin Medicaid.
- Wisconsin Well Woman Medicaid.
- SeniorCare.
- Wisconsin Chronic Disease Program.
- Wisconsin Well Woman Program.
- BadgerCare Plus and Medicaid managed care programs including:
 - o BadgerCare Plus HMOs.
 - o Medicaid SSI HMOs.
 - o Family Care.
 - o Wisconsin Partnership Program.
 - o Children Come First.
 - o Wraparound Milwaukee.
 - o Program of All-Inclusive Care for the Elderly.



What is ForwardHealth interChange?

- New Web-based MMIS:
 - o Called ForwardHealth interChange.
 - o Replaces the mainframe Legacy system that was in place since 1977.
- Providers will be able to conduct business via a Portal:
 - o Verify member enrollment.
 - o Submit electronic claims, adjustments, and prior authorization requests.
 - o Receive remittance and other reports and information.
- Operational in October 2008.
- Providers will still be able to conduct business with ForwardHealth in the same manner as they do today.





Introduction to ForwardHealth Portal

- There is a public area and secure area of the ForwardHealth Portal.
- Public area:
 - o Available to all users.
 - o General program information.
 - o 'What's New.'
 - o Provider Certification.
 - o Provider Online Handbook.
 - o Provider training information.
 - o Maximum allowable fee schedules.
 - o Email subscription service.



Introduction to ForwardHealth Portal

- Secure area:
 - o Available via secure accounts within the Portal.
 - o Provider Home Page.
 - o Online claims submission/correction.
 - o Online claims status checks.
 - o Online claims adjustments.
 - o Online enrollment verification.
 - o Online Prior Authorization (PA) submission and status checks.
 - o Provider certification/demographic information and maintenance.
 - o Portal message box.
 - o HealthCheck.
 - o Wisconsin Immunization Registry (WIR).
- Provider Directory
- System requirements for accessing the ForwardHealth Portal





Establishing Secure Portal Accounts

- Trading partners were the first to establish portal accounts, followed by providers. Trading partners began establish accounts in June. Providers can establish accounts beginning in August.
- Providers are not required to establish accounts to continue business processes with ForwardHealth programs. Paper claims and PA requests will continue to be accepted, but in order to access any ForwardHealth Portal services, providers will need to establish an account.
- Must have a new provider agreement completed. (only Medicaid and BadgerCare Plus providers).
- Obtaining a PIN and establishing an account (Administrator and Clerks).



Secure Area of the Portal

Providers will have the option of accessing the following applications of the secure Portal:

- Submit and adjust claims (Medicaid, BadgerCare Plus, WWWP, and WCDP).
- Submit and amend prior authorizations (including attachments).
- Secure message box.
- Real-time enrollment verification.
- View remittance advice.
- Designate who receives an 835 Health Care Claim Payment/Advice.
- Update provider file information.
- HealthCheck information.





Resources

Providers of all programs will have many resources (both Web based and otherwise) to access information:

- ForwardHealth implementation Updates.
- WiCall.
- Provider Services.
- Walk-in appointments.
- Written inquires – can be submitted via mail or the Portal.
- Member Services.
- Professional Relations Representatives.
- Additional Provider Education.
- EDI Help Desk.
- Contact Us on the Portal.
- Portal Help Desk.
- Important Web Sites.

